

Esmeralda Gonzalez

Warranty Admin - Autonation Chevrolet North #398

Denver, CO 80221

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Work Experience

Parts Counter Person

LKQ Corporation/Keystone Automotive - Denver, CO

July 2021 to June 2022

Sell parts for both salvage and aftermarket companies over the counter to wholesale and retail customers as well as answer phone calls and create work orders for customers calling in for parts for will call or delivery. Transfer parts from one warehouse to another to complete orders for Keystone or LKQ. Handle cash and count drawer at end of day.

Warranty Administrator

Autonation Chevrolet North #398 - Denver, CO

November 2018 to June 2021

As a person who has had a parts background and light duty for the most part, taking on this type of position in the industry has really challenged me. I am pleased to say I feel I have grown more as I've learned how to revise repair orders, making sure they comply with GM warranty repair guidelines, close and transmit for payment to General Motors as well as working the accounting part of it to ensure the under or overpayments are properly accounted for. I have also learned during this short time period how to create Repair orders to submit for all Pre delivery inspections as well as any Dealer Installed services that need to be done before displaying the vehicle for sale. I enjoy learning and know there will be much more to learn!

Thornton- Retail- Wholesale Parts Advisor

O'meara Volkswagen

May 2018 to October 2018

My position as a parts advisor was to answer phone calls and advise on parts needed as well as filling orders for body shops or repair shops and in house (shop). Other areas of training and part of my job duties were to ship parts if warranty required them for further review. Discard all parts not needed that are part of warranty or recall repairs. Count inventory and correct if needed. Receive stock orders and create purchase orders for items that are not in stock or non VW/AUDI parts. Create new homes (space on shelf in stock room) for new parts for newer vehicles. Follow up and communicate with customers regarding any special orders or discrepancy with their parts order. Deliver parts to wholesale customers when needed.

Retail/Wholesale Sales Representative

Napa Auto Parts -GPC - Denver, CO

August 2014 to June 2018

Job duties included answering phones, taking orders over the phone, Filling orders, translate for customers when needed, help customers at retail sales counter. Take payments for customers over the phone.

Parts Specialist

Equipment Savers Inc - Denver, CO

October 2013 to March 2014

Job duties included creating purchase orders, replenish inventory, call vendors for quotes on equipment repairs, pick up parts and stock parts room. Copy, file and log pricing for all purchases or update new pricing accordingly. General housekeeping as well.

Retail Sales/ Assistant Manager

Napa Auto Parts -GPC - Denver, CO

July 2003 to October 2013

Job duties as a Retail Parts Salesperson included look up and sell parts, stock shelves with daily order as well as sales area and keeping area clean and organized. As a assistant manager job duties were to open and/or close the store, finalize and file paperwork. Finalize and do the bank deposit and fill safe with change orders. Additional duties were to supervise counterman and assist with any customer concerns.

Education

High school or equivalent

Skills

- 60 wpm (Less than 1 year)
- Excel (Less than 1 year)
- Microsoft office (Less than 1 year)
- Ms office (Less than 1 year)
- Typing (Less than 1 year)
- Front Desk
- Assistant Manager Experience
- Multi-line Phone Systems
- Retail Sales
- Microsoft Windows
- Retail Management
- Accounting
- Operating Systems
- Microsoft Excel
- Microsoft Word
- Pricing
- Store Management Experience
- Bilingual - Spanish (10+ years)

Languages

- Spanish - Fluent

Certifications and Licenses

driver's license

Additional Information

SKILLS

Computer friendly, Microsoft Office, Excel, Word, Windows 10. Type about 50-60 wpm, multitask, answer multi line phones, scan, fax and email documents as well as copy and file.

TAMS

PARTS PRO

IGNITE

ETKA

REYNOLDS AND REYNOLDS